

Hatsune Miku "Magical Mirai 2023" Q&A

| Questions | Answer |
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| ■ About application | |
| I cannot access the application site. | The site is busy. Please try again after a while. |
| Are the tickets sold by lottery? | Applications are accepted on a first-come-first-served basis. Some plans might be sold out even before the deadline. * When there are cancellations after plans are sold out, applications might open again. No waiting list is available. There will be no specific time to re-open the application. It will open again whenever the additional vacancy is available without announcement in advance. |
| I understand that applications are accepted on a first-come-first-basis. When the tickets will be sold out? | Some plans might sell out early. We recommend you apply as early as possible. |
| Can I purchase the ticket only? | Applying for one of the accommodation plans is necessary and you may not purchase the ticket only. Also, the live Show and Exhibition tickets are combined. You may not purchase them separately. |
| What are the goods? | Information will be posted on the website within a few days. |
| Can I reserve a non-smoking room? | Send an email from the representative to the accommodation plan desk with your ID number, name, and plan you have applied. We will consult with the hotel but we may not meet your request. It may take some time and we may not be able to get back to you until a few days before or at the date of your check-in. |
| Can I make a payment by bank transfer instead of a credit card? | We are afraid the payment can be made via credit card only. |
| Payment by my credit card failed. | It may take time to look into the problem. It would be highly appreciated if you could try with another credit card, if possible. The payment can be made by non-participant. |
| Is anyone able to apply on my behalf? | You may ask another person to apply on your behalf. However, only one application per person is available. If someone applies on your behalf as a representative, please make sure to provide your information as accompanying participants. |
| Since I am unable to participate, is anyone able to participate instead of me? | Another person cannot participate instead of you and you need to cancel your application. If you have reserved a twin room, you can change the accompanying person's registration information until one month prior to the date of your stay. In this case, send an email from the representative person to the accommodation plan desk with your ID number, name, and accommodation plan you have applied. |
| ■ Change and cancellation of reservation | |
| I made a mistake when I applied. | Send an email from the representative to the accommodation plan desk with your ID number, name, and your plan on the day of application. We will get back to you. |
| I would like to change my reservation. | When you would like to change or correct your name, date of birth, address, telephone number, and/or email address, send an email from the representative to the accommodation plan desk with your ID number, name, and your plan you have applied. *Change of representative is not possible. Change of accompanying person will be available until one month before your stay. |
| I would like to cancel my reservation. | Send an email from the representative to the accommodation plan desk with your ID number, name, and your plan. You are required to pay the predetermined cancellation charge. *No refund will be made for live show tickets nor exhibition tickets after the application deadline (noon, Monday, May 15th). You will not be able to receive the tickets after the cancellation. |
| ■ Tickets and goods | |
| How can I receive my ticket? | You will receive it at the venue. Please note that you will be required to show your an official photo identification such as a passport. Please confirm the details that will be sent to you in the final confirmation email. |
| When do you deliver my ticket? | We do not send the ticket beforehand. You will receive it at the venue. Please note that you will be required to show your an official photo identification such as a passport. |
| Can I receive my ticket at my hotel? | You are not able to receive your ticket at the hotel. You will receive it at the venue. Please note that you will be required to show your an official photo identification such as a passport. |
| Can I receive the goods beforehand? | You will receive the goods at the hotel when you check-in. We do not send them beforehand. Details will be sent in the final confirmation email. |
| If I could not stay overnight at the hotel, is it still possible to receive the goods? | In principle, we will not send the goods later. Depending on your situation, we may consult with the event organizer. Send an email from the representative to the accommodation plan desk with your ID number, name, and your plan you have applied. |
| ■ Accomodation | |
| I made reservations at the same hotel for separate plans. Can I stay in succession? | We will notify the hotel that you will stay in succession. When you stay in succession without an option, send an email from the representative to the accommodation plan desk with your ID number, name, and plan you have applied. We will check with the hotel and get back to you. |
| Can you make my hotel room next to my friends' who applied separately? | Send an email from the representative to the accommodation plan desk with your ID number, name, and plan you have applied. We will consult with the hotel but we may not meet your request. |
| I would like to cancel my hotel reservation only. | Cancellation of hotel reservations only is not available. |
| I made a reservation for a twin room but my friend is unable to participate the tour. | Each hotel has its own response, so we will check it with the hotel and get back to you. Send an email from the representative to the accommodation plan desk with your ID number, name, and your accommodation plan you have applied. |
| ■ Others | |
| I will stay with my brother who is over eighteen. Do I still need to submit an agreement? | If you are not accompanied by your parent, you need to submit an agreement even when you are staying with an adult. |